

Position: **Benchmark Job #245**

Ministry: Attorney General

Working Title: **Manager, Systems Operations**

Branch: Information Technology

Level: Range 30

Location: Victoria

NOC Code: 2162

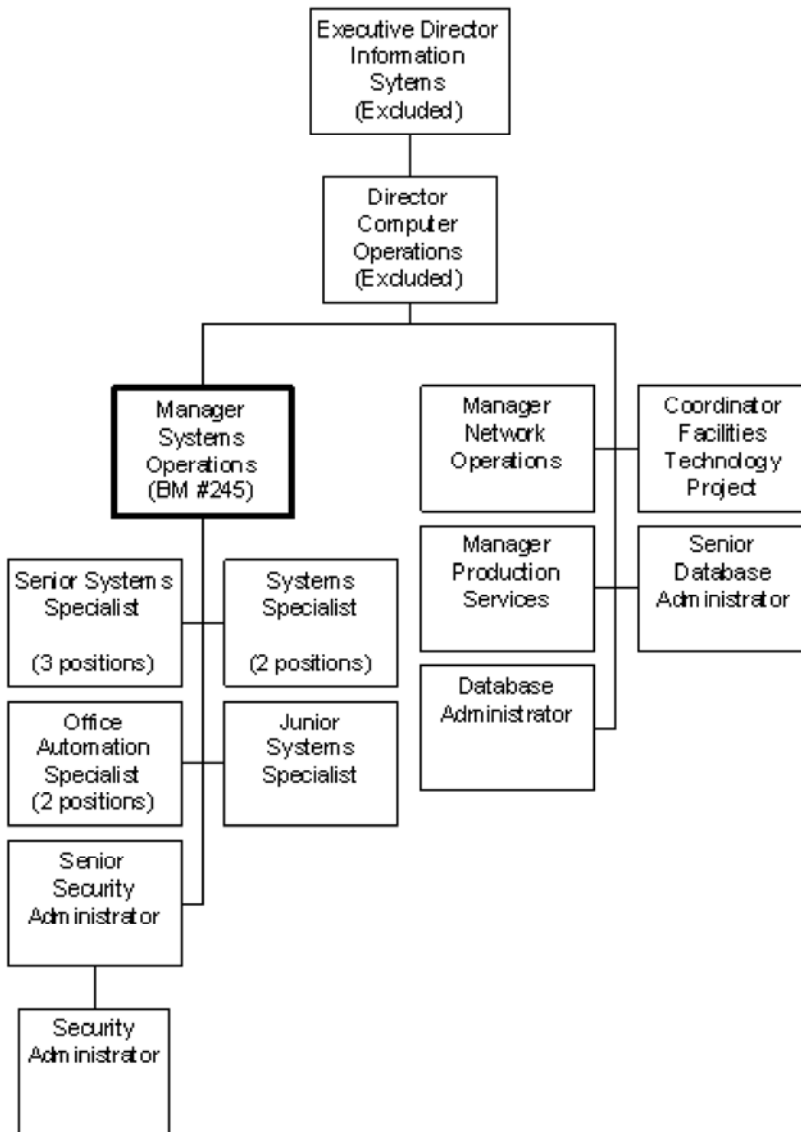
PRIMARY FUNCTION

To manage systems operations of the ministry Data Center (including numerous host minicomputers, UNIX systems and a variety of peripheral equipment) to ensure the delivery of reliable, accurate and available information processing systems to all clients including those using major applications on a 7X24 hour basis.

JOB DUTIES AND TASKS

1. Plans and manages ministry systems operations across multiple platforms, program areas and numerous systems environments
 - a. plans and manages systems capacity/performance and configuration of all operating systems
 - b. recommends changes to systems hardware and software to maximize reliability
 - c. develops and recommends operating systems/hardware/software policies, procedures and standards
 - d. provides technical support and expertise, guidance to other systems professionals concerning systems operations issues
 - e. coordinates the design, installation and implementation of a wide variety of O/S for multiple platforms and networks
2. Manages, organizes and controls installation, configuration, maintenance and problem resolution for all operating systems hardware and software
 - a. plans and organizes implementation of new releases or upgrades of standard operating systems software
 - b. leads projects for the integration of approved non-standard products into existing environments
 - c. researches and evaluates new hardware and software and recommends purchases
 - d. ensures problem diagnosis, prioritization and resolution for escalated systems problems
 - e. coordinates and determines maintenance, reconfiguration or upgrade requirements
3. Manages operating systems related projects (e.g., migration from proprietary to open platforms)
 - a. functions as Project Manager and provides functional direction to teams of systems professionals
 - b. determines feasibility, time frames, resources, risk and business success factors
 - c. identifies, estimates and schedules project activities and obtains approval/commitment for project activities from all groups
 - d. monitors and controls project process and resource usage and ensures compliance with standards
4. Plans disaster recovery, security and business resumption procedures to protect ministry's assets (>50 gigabytes of data)
 - a. devises, implements and monitors procedures for backups and security requirements

- b. identifies and develops disaster recovery procedures for potential areas of vulnerability
 - c. analyzes disaster contingency plans of external agencies for incorporation with ministry's plan
 - d. tests operations disaster recovery and security plans
 - e. oversees support to a wide variety of programs, including RCMP, Public Gaming, PEP, Legal Services, Criminal Justice, Corrections, Liquor Licensing, etc.)
5. Supervises systems operations team (10 FTEs) and provides direction to team members
- a. supervises staff, including hiring and training
 - b. plans, assigns and reviews work
 - c. sets work priorities and standards
 - d. appraises work performance



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS

1	<p>JOB KNOWLEDGE</p> <p>Understand all related issues of a significant and highly specialized ministry systems operations program (involving multiple platforms, locations and program areas); manage systems projects such as migration from proprietary systems to open systems environments and coordinate and evaluate technical and operations support to ensure system availability on 7X24 hour basis for correctional facilities.</p>	I	305
2	<p>MENTAL DEMANDS</p> <p>Judgement to manage the delivery of systems operations services and systems technical and operational support on 7X24 hour basis, develop project plans and prioritize and assign projects, develop and recommend operating systems policies, procedures and standards, plan disaster recovery, security and business resumption procedures.</p>	H	250
3	<p>INTERPERSONAL COMMUNICATIONS SKILL</p> <p>Persuasion required to use basic counselling skills to discuss and explain performance problems with employees supervised and provide advice for improvement.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to use keyboard and mouse with some requirement for speed to prepare program related information.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by ministry goals and objectives, plan and manage systems operations of the ministry Data Centre; manage projects such as the migration from proprietary to open systems; organize installation, configuration, maintenance and problem resolution for all operating systems hardware and software; plan disaster recovery and security procedures.</p>	G	190
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Significant financial responsibility to purchase hardware and software up to \$1 million annually.</p>	E	33

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7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Major level of responsibility to manage the operation and maintenance of the ministry's Data Centre including all minicomputers, operating systems, peripheral devices and communications hardware.</p>	F	43
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Responsibility to supervise staff and appraise employee performance (10 FTEs).</p>	DF	21
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Responsibility for safe work practice of others in a low risk environment.</p>	A	5
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused requirement to frequently balance the demands of conflicting priorities, problems and project deadlines.</p>	C	12
11	<p>PHYSICAL EFFORT</p> <p>Moderate physical effort to apply frequent visual attention to computer screens and reports to develop operations and implementation plans for systems programming projects.</p>	C	12
12	<p>SURROUNDINGS</p> <p>Exposure to occasional unpleasant dealings with users upset about service.</p>	A	2
13	<p>HAZARDS</p> <p>Limited exposure to hazards from frequent keyboarding.</p>	B	4

Total Points: 937

Level: Range 30